

**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**


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BARBARA CORIELL

April 30, 2012

TO: Departmental/County Personnel Officers

FROM: Barbara Coriell  
EUTF Administrator 

SUBJECT: CVS Caremark Transition

The following is information we thought might be helpful as we reach the final stage of the transition from informed Rx and HMSA / Medco to CVS Caremark:

**Who is affected by this May 1 change?**

- Active employees who are currently covered by informed Rx for prescription drug coverage.
- Active employees covered under the HMSA HMO medical plan whose drug coverage is with HMSA / Medco
- Active HSTA members who are covered under the HSTA VB 90/10 or 80/20 PPOs whose drug coverage is with HMSA / Medco
- Retirees who are not yet eligible for Medicare covered by either informed Rx or HMSA/Medco

**ID Card Status**

- ID cards have been mailed and members should receive them by May 1.

**What do I do if I don't get an ID card by May 1?**

- Go online to [www.caremark.com](http://www.caremark.com) and register to access your file. You will be able to print a temporary ID card.
- OR, call CVS Caremark toll free at **1-855-801-8263**. They will be able to confirm your enrollment and confirm the address your ID card was mailed to. If necessary, they can send you a new card.

### **If your card was mailed to an old address ...**

That means the EUTF only has your old address in our system and we sent the old address to CVS. Please download Form EC-1 from the EUTF website **eutf.hawaii.gov**, complete the top section with your new address and submit it to your personnel office. HSTA members: If you are covered by an HSTA VB plan, please use the EC-1H form for address changes.

### **What if my ID card doesn't work after May 1?**

Make sure you're using your CVS Caremark card and not your old Rx ID card. After May 1, remove your old ID cards from your wallet and dispose of them. Remember to have any dependents with Rx ID cards – spouse, partner, kids at college – do the same.

Make sure when you fill your next prescription to give the pharmacist your new card. Otherwise they may submit your refill request to Informed Rx or Medco and it will come back denied.

If you have problems filling a prescription using the CVS Caremark card, ask the pharmacist to call CVS Caremark and determine the problem. If you have a card, you're in the CVS Caremark enrollment system and you have coverage.

**NOTE to Active Employees NOT in an HSTA VB Plan:** We were informed on Thursday that the original ID cards mailed by CVS Caremark were printed incorrectly. They included three 0s at the front of the RxBIN number and should have had two. They have reprinted and mailed new ID cards which you should receive next week. Pharmacies in the CVS Caremark network have been alerted. When you get your new CVS card, please destroy your previous CVS card. **YOU STILL HAVE COVERAGE EFFECTIVE MAY 1** – this is just a printing error. If you have any problems having a prescription filled, ask the pharmacist to call CVS Caremark.

### **Mail Order: New Prescriptions and Refills**

- **New Prescriptions** - Informed Rx and Medco have stopped accepting new mail order prescriptions. Please mail new mail order prescriptions to CVS Caremark using the form in your Welcome Packet. You can also use the Fast Start method and call CVS Caremark at **1-855-801-8263**.
- **Mail Order Refills** - Informed Rx and Medco have both transferred their files containing mail order prescriptions to CVS Caremark. When you need a refill, just call CVS Caremark.
- If you just mailed a new prescription to informed Rx or HMSA in the last few days of April, it should be forwarded to CVS Caremark. If you do not receive your prescription, or if it is mailed back to you, call CVS Caremark. They can take information over the phone - doctor's name & phone number and prescription name - and get the order for you.

**Where to look / Who to call for more information**

For all prescription related questions and your initial enrollment questions:

**CVS Caremark**                      [www.caremark.com](http://www.caremark.com)                      **1-855-801-8263**

For enrollment questions – if you or a dependent are not in the CVS Caremark system:

**EUTF**                      [eutf.hawaii.gov](http://eutf.hawaii.gov)                      **email: [eutfadmin@hawaii.gov](mailto:eutfadmin@hawaii.gov)**

**Also**, EUTF memos, the CVS network of pharmacies and copies of the CVS Welcome kit are posted on the EUTF website.

**Final note for those related to a Medicare enrolled retiree:** The transition to CVS Caremark for the Medicare D plan for retirees will take place July 1. More information will be mailed to retirees in May from EUTF and **Silver Script** which is the division of CVS Caremark which handles Medicare D drug plans.